

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/815,534	)	Confirmation No.:	3473
Applicant:	KIEFHABER et al.	)	TC/A.U.	2609
Filed:	March 31, 2004	)	Examiner:	NGUYEN, K.
Docket No.:	4366-140	)		
For:	CONTACT CENTER AND	)		
	METHOD FOR TRACKING AND	)		
	ACTING ON ONE AND DONE	)		
	CUSTOMER CONTACTS	)		
	(As Amended)	)		

**SUPPLEMENTAL AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit this Supplemental Amendment and Response to further address the final Office Action having a mailing date of January 28, 2008, based on the assumption that the prior Amendment After Final was not entered or considered. Therefore, this Supplemental Amendment and Response will replace, and be entered in lieu of, the Amendment After Final submitted on March 27, 2008. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are shown in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 10 of this paper.